



**The Commission on Accreditation for Rehabilitation Facilities
(dba: CARF International)**

**GENERAL SERVICES ADMINISTRATION (GSA)
Federal Supply Service (FSS)
Authorized Federal Supply Schedule Price List**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The Internet address for GSA Advantage! is: www.GSAAdvantage.gov.

Mission Oriented Business Integrated Services (MOBIS)

FSC: 874-1: Integrated Consulting Services

Contract Number: GS-10F-0233W

Period Covered by Contract: June 24, 2015, through June 23, 2020

Price List current through Modification # PS-0009

Dated February 20, 2015

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www.carf.org

www.uSPEQ.org

General Services Administration

Business Size: Large Business
DUNS Number: 02-004-9995

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1. ORDERING INFORMATION

1. Customer Information

- 1.a. Table of awarded special item number(s) with appropriate cross-reference to page numbers.

SIN(s) Awarded: Integrated Consulting Services (874-1)

Recovery SIN(s): Awarded: 874-1RC

- 1.b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

Refer to attached awarded GSA Schedule Contract price list.

- 1.c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

Refer to attached Labor Categories Descriptions and Hourly Rates.

2. Maximum order.

\$1,000,000.00

3. Minimum order.

\$100.00

4. Geographic coverage (delivery area).

Domestic only.

5. Point(s) of production (city, county, and State or foreign country).

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6. Discount from list prices or statement of net price.

Government net prices (discounts already deducted).
List at the end of this document.

7. Quantity discounts.

None offered.

8. Prompt payment terms.

Net 30 days.

9. Government purchase cards

- 9.a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

Yes.

- 9.b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

Will accept over \$3,000.

10. Foreign items (list items by country of origin)

None

11. Delivery

- 11.a. Time of delivery (Contractor insert number of days).

Specified on the Task Order.

- 11.b. Expedited delivery.

Contact Contractor.

- 11.c. Overnight and 2-day delivery.

Contact Contractor.

- 11.d. Urgent requirements.

Contact Contractor.

12. F.O.B. point(s).

Destination.

13. Ordering.

- 13.a. Ordering address(es).

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Attn: Dr. Di Shen
6951 East Southpoint Road
Tucson, AZ 85756

- 13.b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address(es).

CARF International
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Tucson, AZ 85756

15. Warranty provision.

Contractor's standard commercial warranty.

16. Export packing charges (if applicable).

Not applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).

Contact Contractor.

18. Terms and conditions of rental, maintenance, and repair (if applicable).

Not applicable.

19. Terms and conditions of installation (if applicable).

Not applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).

Not applicable.

20.a. Terms and conditions for any other services (if applicable).

Not applicable.

21. List of service and distribution points (if applicable).

Not applicable.

22. List of participating dealers (if applicable).

Not applicable.

23. Preventive maintenance (if applicable).

Not applicable.

24. Compliance

24.a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

Not applicable.

24.b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.

Section 508 compliant.

25. Data Universal Number System (DUNS) number.

02-004-9995

26. Notification regarding registration in Central Contractor Registration (CCR) database.

Registered.

Contractor will accept LH and FFP.

2. CARF INTERNATIONAL AND USPEQ® SURVEYS

Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, CARF International is an independent, nonprofit accreditor of human service providers in the areas of aging services, behavioral health, child and youth services, DMEPOS, employment and community services, medical rehabilitation, and opioid treatment programs. The CARF family of organizations currently accredits more than 6,800 providers at 23,000 locations on 4 continents. Over 8.7 million persons of all ages are served annually by CARF-accredited providers. CARF considers persons served as its moral owners.

In 1996, CARF launched an initiative to establish performance indicators in the health and human services field. After a decade of extensive research and development, CARF launched the uSPEQ® (pronounced you-speak) surveys as a turnkey data collection and reporting system to gather information from key stakeholders like consumers and employees. In developing uSPEQ (www.uSPEQ.org), CARF was guided by the voices of providers, payers of services, and most importantly, the persons served by human services providers in the fields that CARF accredits.

uSPEQ is a national and international pooled data system, featuring questionnaires with a core set of universal items for benchmark comparisons, an optional set of standardized items, and the ability to incorporate custom items to fit the unique data needs of an organization. uSPEQ captures the survey results in a comprehensive report, allowing an organization to hear what is important to stakeholders and use that information in its quality and performance improvement efforts.

In response to the field's desire to aspire to excellence, two survey instruments are currently available: the Consumer Experience Survey and the Employee Climate Survey, a complementary suite of services. Both survey instruments were field-tested to ensure their psychometrical soundness (reliability and validity) as well as feasibility for data collection in the fields.

3. USPEQ CONSUMER EXPERIENCE SURVEY

The uSPEQ Consumer Experience Survey features a confidential and anonymous questionnaire to be completed by consumers. The questionnaire and data set include items that capture characteristics of the respondents and information about their program participation and how they completed the questionnaire. The questionnaire asks the consumers or the persons served to rate their experiences related to access to services, the service process, the way the program meets their needs, and their perception of the outcomes they attained. Developed over a decade with input from diverse stakeholders, uSPEQ is unique in several respects:

- Survey items are person centered or consumer based, i.e., the survey questions were developed with broad input from the consumers, and they are worded from the perspectives of the persons served.
- Items are crosscutting in nature, ensuring that it can be efficiently administered across all components of a service continuum.
- Domains span the concerns of persons served.
- Questionnaires and reports are customized to the needs of an organization, its programs, and its populations served.
- Survey aligns with important national and international disability and rehabilitation frameworks.

uSPEQ is defined as “crosscutting” because the concerns reflected in the questionnaire items cross lines of population and organization settings. Subscribers can utilize uSPEQ within any service setting and with any population. Furthermore, uSPEQ is specifically designed to address the needs of individual consumers regardless of age group, gender, educational background, race, ethnicity, and socioeconomic status in order to accurately reflect the diverse populations served by providers. It is the voice of the consumer. The focus is on the person who received the services and it answers the question: What happens to people like me in your program?

uSPEQ gathers consumers’ experiences with programs, services, and providers via online or paper questionnaires. In turn, providers use the reported information to improve the quality of programs and services.

In order to make sure that uSPEQ addresses areas of service experience relevant and important to the consumers, and from which items generated would accurately capture what they should be measuring, the development of uSPEQ underwent a long period of information collection. The questionnaire was developed based on the results of multiple workgroup meetings of various stakeholders as well as consumer focus groups. Extensive reviews and crosswalks were conducted on the literature and active projects or efforts on and using performance indicators.

As a national and international pooled data set, benchmark comparisons are now available by programs. Benchmarks can be used to compare the experiences of many people in many programs with the experiences of persons served by a specific program or in a particular community having specifically identified characteristics or across a broader field. The ability to understand how one group's experiences compare with those of others can help in understanding the needs, expectations, and challenges of people participating or residing in different settings. Providers want benchmarking to be in areas relevant to the persons they serve, their payers, and other stakeholders. They want to know about the average for all other providers or the range of acceptable values.

3.1. Authorized Schedule Price List (Consumer Survey)

One-time setup fees

874-1	Survey setup fee	\$740.55
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Annual subscription fees

874-1	Annual subscription fee (with data entry ¹ and standard report)	\$1,712.85
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OR

874-1	Annual subscription fee (web based only ¹ and standard report)	\$1,471.03
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874-1	Additional site fee (over 5 sites)	\$74.06
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Additional response fees

874-1	Additional responses (with data entry ²)	\$2.96
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874-1	Additional responses (web based only ²)	\$1.97
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Reporting fees

874-1	Site-specific reports	\$148.11
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874-1	Custom reports	\$98.74
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Mailing fees

874-1	Mailing Option 3	\$8.85
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Additional survey quantities available upon request. Please contact contractor for additional information.

¹ Includes first 150 responses.

² Over first 150 responses.

3.2. Notes on Price List (Consumer Survey)

Note 1: Any travel resulting from an order placed on this contract would be subject to all the rules and regulation pursuant to clause C-FSS-370, and will be billed and recorded in accordance with the same.

Note 2: Quantity Discounts: If both Consumer and Employee Surveys are purchased at the same time on the same purchase order or contract, an additional discount of 15% will be applied to the survey with lesser fees.

4. USPEQ EMPLOYEE CLIMATE SURVEY

uSPEQ Employee Climate Survey is an anonymous and confidential questionnaire for employees to voice their experiences and perspectives, their satisfaction and needs. Employees are the backbone of an organization: they are the people planning, developing, and providing services. They implement the mission and vision. Understanding employees' experiences and satisfaction with their jobs can provide important insight into an organization's health. This survey covers areas of employee interest such as organizational culture and outlook, communication, leadership, teamwork, management support, staff support, work environment, staff development, compensation, recognition, and overall job satisfaction. The survey data can be used to assess organizational well-being and performance in key areas of management.

uSPEQ Employee Climate Survey is a turnkey data collection and reporting system designed to assist organizations with their performance improvement efforts. The survey allows organizations to systematically gather and analyze feedback from their employees about their work environment. In turn, the management team uses the reported information to improve organizational climate. The questionnaire originated from a private industry employee survey administered since 1998. In 2005, the questionnaire structure and survey items were refined through extensive research on factors associated with and components of employee satisfaction. The questionnaire was pilot tested across a diverse group of organizations, ranging in size, type, and geographical diversity, with locations across the United States and Canada in 2006. From all perspectives of the psychometric analyses, the results revealed robust psychometric properties of the survey instrument. The domains and concerns covered in the survey were also demonstrated to be closely related to the construct of job satisfaction.

The survey instrument features a core set of universal questions for national and international benchmark comparisons, an optional set of standardized questions, and the capability to incorporate custom questions to fit an organization's unique data needs.

As a national and international pooled data set, benchmark comparisons are now available. This is one of the key features for which subscriber organizations have asked for help. Analyzing trends and differences between various types of organizations (e.g., size, ownership, and locale) or over time requires a thorough understanding of the data plus sufficient data size to ensure meaningful sample sizes in various segments of the population(s).

4.1. GSA Authorized Schedule Price List (Employee Survey)

Web-based survey fees

874-1	Survey and standard report (1–50 employees)	\$488.77
874-1	Survey and standard report (51–99 employees)	\$543.07
874-1	Survey and standard report (100–199 employees)	\$641.81
874-1	Survey and standard report (200–399 employees)	\$740.55
874-1	Survey and standard report (400–599 employees)	\$839.29
874-1	Survey and standard report (600–999 employees)	\$977.53
874-1	Survey and standard report (1,000–2,499 employees)	\$1,372.49

Paper-based survey fees

874-1	Survey and standard report (100–199 employees)	\$987.41
874-1	Survey and standard report (400–599 employees)	\$1,668.72
874-1	Survey and standard report (600–999 employees)	\$2,285.84

Miscellaneous fees

874-1	Web based – Custom incentive	\$148.11
874-1	Raw data file	\$98.74
874-1	Custom reports	\$98.74

Additional survey quantities available upon request. Please contact contractor for additional information.

4.2. Notes on Price List (Employee Survey)

Note 1: Any travel resulting from an order placed on this contract would be subject to all the rules and regulation pursuant to clause C-FSS-370, and will be billed and recorded in accordance with the same.

Note 2: Quantity Discounts: If both Consumer and Employee Surveys are purchased at the same time on the same purchase order or contract, an additional discount of 15% will be applied to the survey with lesser fees.

5. GSA LABOR CATEGORIES

5.1. Labor Category Descriptions

SINS: 874-1

Chief Research Officer

Experience: Expertise in research design and methodology, survey instrument development, and testing; strong analytical skills in applying statistical procedures of various levels and in psychometrical analysis; extensive experience in institutional research and program evaluation; experience in outcomes management, performance indicators, and quality improvement.

Responsibilities: Provides leadership and supervision to project management; leads efforts in conceptual design, research methodology, and project planning; provides expert advice and guidance to high level statistical data analysis and conclusion development.

Minimum Education: Doctorate or equivalent experience with 10 years' experience in a related field.

Accounts Manager/Senior Research Associate

Experience: Extensive experience in research design and techniques, and survey instrument development; experience in outcomes management, performance indicators, and program evaluation; proficiency in designing and conducting statistical analysis and in the use of statistical analysis and reporting software; extensive experience in managing research projects.

Responsibilities: Directs, coordinates, and exercises supervision for project planning, organizing, controlling, integrating, and completing projects. Manages daily operations and activities. Determines work schedules, sets priorities and implements procedures for project activities. Interacts regularly with client organizations. Performs high level statistical analysis. Monitors work results by QA standards.

Minimum Education: Doctorate or equivalent experience with 7 years' experience in a related field.

Research Associate

Experience: Knowledge and experience in research design and methodology; proficiency in designing and conducting statistical analysis and in the use of statistical analysis and reporting software; experience in social and behavioral health research.

Responsibilities: Conducts statistical analysis, including analysis of both quantitative and qualitative data; develops recommendations and conclusions; prepares reports and presentations; oversees and coordinates data gathering and data entry activities.

Minimum Education: Master's Degree or equivalent experience with 5 years' experience in a related field.

Survey Data and Reporting Analyst/Research Assistant

Experience: Extensive experience in quantitative data processing (with databases in MS Excel and Access); specialized experience in report formatting and preparation; skills in Microsoft Office programs, including Access, Excel, Internet Explorer, PowerPoint, Visio, Word, VBA macro designing.

Responsibilities: Customizes and formats survey questionnaires; processes survey data, including optical scanning; designs queries and prepares standard survey reports; designs and develops relational databases for data collection and analysis; conducts basic statistical analysis and reporting; interacts regularly with client organizations.

Minimum Education: Bachelor's Degree or equivalent experience with 3 years' experience in a related field.

Information Specialist

Experience: At least 3 years of experience in general office work; proficiency in word processing; and data processing, including data entry, coding, and proofreading.

Responsibilities: Performs various data processing duties that include data entry, coding, filing and organizing surveys, reviewing, maintaining integrity of data from various sources and in various formats; maintains filing systems for survey data; manages calendar, appointments, meeting scheduling, and communications.

Minimum Education: High school Diploma (Bachelor's Degree preferred).

Staff Assistant

Experience: At least 1 year of experience in general clerical duties, word processing, and data processing.

Responsibilities: Provides diverse clerical, secretarial, administrative, and other office support (e.g., copying, filing documents, mailing, calculating, sending facsimiles, using multi-line phone/voicemail systems, and using basic computer programs).

Minimum Education: High school Diploma

5.2. GSA Labor Category Hourly Rates

SINS: 874-1

Chief Research Officer	\$101.60
Accounts Manager/Senior Research Associate	\$65.10
Research Associate	\$49.22
Survey Data and Reporting Analyst/Research Assistant	\$41.83
Information Specialist	\$28.61
Staff Assistant	\$21.33

Service Contract Act: The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the cited SCA labor categories are based on the U.S. Department of Labor WD Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the Contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

SCA Eligible Labor Category	SCA Equivalent Code Title	Wage Determination No
Information Specialist	01052 – Data Entry Operator II	05 – 2026
Staff Assistant	01111 - General Clerk I	05 - 2026